



## SERVICE UPDATE

New Jersey American Water is committed to providing safe, reliable water service to our customers. This requires continually investing in our distribution system. One of these distribution system improvements is taking place in your area.

- ☐ An outside meter will be installed in a round meter pit/setting by the curb. Once completed, we will no longer need access in your home to repair, read or maintain the meter. This work will be completed ☐ today ☐ in the near future.
- ☐ Service work is being completed on your outside meter ☐ today ☐ in the near future.
- ☐ To improve service to your property, the service line between the water main and your meter setting is being replaced. This work will be completed ☐ today ☐ in the near future.
- ☐ New Jersey American Water is completing a pipeline improvement project in your area. When the new pipe is placed in service, you may experience discolored or cloudy water. This is normal. Simply run the water from one or more faucets on the lower level or an outside faucet of your home or business until it is clear. Customers are also encouraged to check for discolored water before doing laundry.

**Please note:** there may be air trapped in the pipes. If this occurs, turn on a faucet(s) on the upper level of the property to allow the air to escape.

- ☐ Final paving/landscape restoration work is needed. If we excavate the road, sidewalk or driveway, we will provide a temporary surface restoration. Weather permitting, permanent restoration work will be completed within 90 days from the date of temporary restoration. Please note: work on asphalt and concrete may be delayed during winter months (from mid-October through April 1) depending on local and state rules and regulations related to paving. When this occurs, we will complete the restoration work as soon as possible in the spring.
- ☐ Weather conditions do not allow for proper seeding/landscape work at this time. Further work will be completed in approximately \_\_\_\_ days.
- ☐ Other \_\_\_\_\_
- ☐ Please see reverse side for more information.



NEW JERSEY  
AMERICAN WATER

### CUSTOMER SERVICE

HOURS OF OPERATION: M-F, 7 a.m. to 7 p.m.  
FOR EMERGENCIES: We're available 24/7

**1-800-272-1325**



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### Notes:

Revised: 09.2015

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